

Midlothian Athletic Club House Rules November 2018

As part of the MAC Membership Contract a member releases, waives, discharges, covenants not to sue, agrees to indemnify, and saves and holds harmless Boxwood RSF, LLC, which is the entity doing business as MAC, and its owners and managers, employees, sponsors, advertisers, and agents from all liability arising out of or in connection with his/her membership in MAC or the use of the facilities, equipment or services at MAC and assumes full responsibility for and risk of bodily injury, death. Or property damage in connection therewith.

GENERAL INFORMATION

Welcome to Midlothian Athletic Club, a private health and fitness center. The rules governing the operations of the Club are published for the information and guidance of all members. All representatives of each membership are responsible for reading and comprehending these House Rules.

A child must be 13 years of age to be on the Midlothian Athletic Club premises without a parent. A child 9-12 years of age may be unattended at the club, but a parent/ guardian must be at the club as well. **Children 8 and under must be within arm's length of their parent/guardian or in child-minding or a supervised program at all times. This is particularly important at the water park and indoor pool, and this is for the safety of the children.**

MEMBERSHIP INFORMATION

Midlothian Athletic Club is a private facility operating expressly for the use of the membership and their guests.

Ages for Joining Facility:

Those 18 and older are allowed to join individually. Anyone younger than the age of 18 must have a parent/guardian sign up that individual in order to obtain a membership.

Membership Cards (Scan Cards):

Members, including children, must present their membership card when they enter the building. Membership cards are not transferable to any other party. A card will be made at the time the member joins the MAC. One free replacement card will be given, after which a member will be charged \$3.00 per replacement card.

Membership Agreement:

The MAC Membership Agreement is a legal and enforceable agreement to be read and understood. In the event an account is turned over to an attorney or agency for collection processes, the member agrees to pay any agency fees. It is the Club's policy to refer all accounts past due for over sixty days to collections.

Changes in Account Status:

In order to change account status (upgrade, downgrade, freeze, cancel), written notice 30 days

prior to the end of the month must be provided to the Business Office or Membership Office by the member and must also include the member's signature. In the case of cancellation, the member must come in to the Club, see the Membership or Business Office, and complete a Membership Change form prior to 30 days before the end of the month. If a member is unable to come in to the facility, a written letter with a signature must be submitted, also prior to 30 days before the end of the month, and the member must contact the club to verify receipt of the letter. If any charges are made to the account after cancellation of the membership, the member has 15 days to contact the club in which charges will be reviewed for errors.

NOTE: No account is automatically canceled unless it is a specified short-term membership account (e.g., Summer Membership). Membership cancellations must be given in the form of written notice, as explained above.

NOTE: The Club reserves the right to revoke membership for non-payment of dues or other charges, or a violation of the Club's rules and regulations.

Updates to account information such as a new phone number, email, address, or credit card number can be handled immediately by the business office (weekdays between the hours of 8am-4pm) or by the membership office, when membership personnel are scheduled to work.

Family Memberships:

To qualify for a family membership at the MAC, the members of the family must be living in the same household and comprise couples and their child or children as well as single parents with more than one child. Children must be under the age of 25 to be on the Family membership. When the child reaches the age of 25, he/she must contact the Membership Office to obtain a new, separate membership. Age 25 is the age where all children, whether or not they reside in the parents' home, must establish their own, separate membership.

Couples Memberships:

To qualify for a couples membership, the main member and sub-members must be married or living together in a relationship "as if married." A single parent with one child may qualify for a couples membership type.

The MAC has sole discretion in determining a member's qualification for a particular membership category or type .

Membership Acceptance:

The Club reserves the right to reject any membership application.

The Club reserves the right to cancel a membership at any time.

Right of Cancellation:

The rights of cancellation are specifically outlined in the Membership agreement and include the following:

- a. A penalty free cancellation of the agreement within three business days of its' inception and a full refund with such notice.
- b. A full refund of any advance dues payments if the Club should close for any reason.
- c. Cancellation of the agreement if the member dies or becomes physically unable to use the Club or moves more than 25 miles away. The MAC may require verification of a member's move prior to accepting a cancellation due to moving. The MAC may require a doctor's note if the member becomes physically unable to use the club and requests cancellation.
- d. Members must notify the Club in person or in writing and should retain a copy of such request

for their records. A canceling member is required to pay all outstanding balances within 30 days.

FINANCIAL INFORMATION

Payment for Services:

All memberships require a one-time initiation fee in addition to regular monthly dues. The amount of this fee may vary depending on the type of membership. Both of these fees are subject to adjustment from time to time at the discretion of the club; however, MAC will not change monthly dues fees for those under contract at a specified monthly rate for the duration of the contract period.

Unless otherwise arranged, all monthly dues and charges will be electronically drafted from the member's checking account or credit card account on or about the fifteenth of each month. Payments not drafted electronically or by credit card are subject to a monthly processing fee.

Payments of daily fees (including tennis and racquetball court fees, restaurant charges, pro shop charges, etc.) can be made by cash and credit card, which can be electronically drafted monthly along with monthly dues payments.

MAC charges an annual capital improvement fee. This fee is usually charged in June, and it is presently \$25/membership. However, the club reserves the right to change the fee and to change the month when it is charged.

Upgrading or Downgrading:

Changing a membership status from a higher dues level to a lower dues level is only permitted when in a non-contract (month-to-month) period. The change will occur in the month subsequent to the month in which notice is given. Upgrading to a higher membership category requires the member to pay the going rate for the new membership type.

Other Fees:

Any member or guest who abuses the privileges of their membership will be subject to an appropriate fine and the costs of any damage to the facility and may be subject to membership suspension or cancellation depending on the action.

Returned checks or returned EFT's will carry a \$25 service charge.

Any no-show or failure to cancel an indoor tennis court or a racquetball court at least four (4) hours in advance of scheduled playing time will result in a \$10 fee.

Failure to cancel child-care reservations at least 30 minutes in advance will result in a \$10.00 per child assessment for the first space held and \$5 for any additional space for reservations not used and not cancelled.

Suspension:

The club may suspend or cancel any member's privileges for the following reasons:

- a. Failure to pay club dues or other charges.
- b. Violation of any of the House Rules.
- c. Obvious disregard for the safety of others.
- d. Conduct that compromises the enjoyment of the club by fellow members and guests including public arguments with staff members, club members, and guests.
- e. Any criminal activities such as theft, violence, or other related misdeeds.
- f. Intentional disregard of staff direction regarding behavior.

HOURS OF OPERATION

Midlothian Athletic Club is open daily with the exception of Christmas day. The regular hours are Monday-Thursday, 5:00am- 10:30 pm, Friday, 5:00am-9pm, Saturday, 7am-8pm, Sunday, 8am-10pm. Opening and closing schedules will be curtailed on Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, New Year's Eve, and New Year's Day. Any other change in daily operational hours will generally be posted on the Club's website, the Club's FaceBook page, at the front desk, or in the online newsletter, and email reminders about any changes will also be sent as appropriate.

Midlothian Athletic Club may close during inclement weather without notice. During these conditions we suggest checking the Club's website or FaceBook page for the most up to date information.

ATTIRE

Black soled running shoes are not permitted on the tennis courts, racquetball courts, the gymnasium, aerobic studios or other designated areas at the Club.

Bathing suits are not permitted in the Club except in the locker rooms, pools, and spa. When using the pools or hot tubs, members must wear appropriate bathing attire, suits or costumes. "Street clothes" are not allowed as bathing, soaking, or swimming attire.

Shirt and shoes must be worn at all times in the Club with the exception of the locker rooms, pool, and spa areas. Tennis attire should be worn on all tennis courts.

Members and guests should wear appropriate clothing at all times. Clothing bearing offensive words or graphics, or worn in such a manner to be generally offensive or inappropriate, will not be tolerated.

Members and their guests using the pools or hot tubs must wear appropriate bathing attire.

Wet clothing, such as wet bathing trunks or suits, is not allowed in facility other than in the aquatics or locker room areas.

FOOD AND BEVERAGE

Members are restricted from bringing outside food and beverages, including beer and wine, on the premise or grounds.

Food shall be consumed in the inside and outside Café areas only.

Inside, all alcoholic beverages must be consumed in the Café areas only. Alcoholic beverages are

not to be taken out of the club.

Outside, alcoholic beverages may be consumed on the lower and upper deck of the water park, and they are also permitted along the outdoor café area and on the sidewalks from the upper deck to the clay court's gazebo, and along the tennis courts to the hard court's gazebo.

Alcoholic beverages will not be sold or served to underage individuals.

SMOKING POLICY

Smoking is not allowed anywhere inside the entire building and enclosed grounds of the Club.

GUNS AND FIREARMS POLICY

With exception of law enforcement officers in uniform, no guns or firearms are allowed within the facility. Members who carry guns or firearms must lock their weapon inside of their vehicle before entering the facility.

CHILD MINDING

Midlothian Athletic Club provides child-minding services for children six (6) weeks to ten (10) years old or through fifth grade. In general terms, kids age six weeks through the fifth grade are welcome in kids' club. Fees are included with a family membership or a couple membership where the child is part of the couple. Individual memberships or couples membership where the child is NOT part of the couple pay for usage, and the service may only be used when the parents are using the facility. Reservations are required for children under 18 months old and can be made by calling 330-2222 ext. 317. Listed below are the rules for Kids' Club. In other words, kids' club fees apply to children who are not members of the club through either a family or a couple membership.

- a. Reservations MUST be made by ALL MAC Kids' Club users under 18 months old. They can be made no more than 1 week and no fewer than 30 minutes before arrival. Reservations can be made by calling 330-2222 ext. 317, during Kids' Club business hours.
- b. Reservation cancellations will be accepted up to 30 minutes before the time of the reservations(s). In case of a no show there is a \$10 fee for one reservation space held, and \$5 per additional reservation space. If 15 minutes late for a reservation your entrance can be denied.
- c. Each child must be signed in, and the location of the parent MUST be documented. Children must be checked in by a parent, guardian, or sponsoring adult (18 years or older) when visiting Kids' Club. If a person other than the person who signed the child in is going to pick up the child, the name of the person picking up the child must be communicated to the MAC team member working in Kids' Club and on the sign in sheet. MAC team members may require a current and valid photo identification from anyone signing a child out of Kids' Club.
- d. If a child becomes sick while in the Kids' Club, the parent and/or designated adult is responsible for immediately picking up the child.
- e. For safety and security reasons, parents and supervising adults are not allowed to stay in the Kids' Club play area to assist and/or observe their child. About 10 minutes will be allowed to check a child in and out.
- f. Kids' Club team members may contact the parents of children requiring one-to-one supervision, children who are unable to participate comfortably in Kids' Club activities, and/or children exhibiting undesirable behavior. Kids' Club team members will make a reasonable effort to calm and/or redirect a

child. Kids' Club team members may ask the parent to pick up the child from the Kids' Club. Children exhibiting undesirable behaviors repeatedly and/or specific behaviors the team deems as aggressive or unsafe may have their Kids' Club privileges suspended or revoked.

- g. A child may be checked into Kids' Club for a maximum of 3 hours per day per child. A child may not stay in Kids' Club for more than 2 hours per visit on any given day, with no grace period outside of the two hours. If the limit of a reservation exceeds 15 minutes or more, after which the parent has been paged and/or called, a \$5 fee will be charged. For example, a parent may come to the gym in the morning and check their child into Kids' Club for 1.5 hours. Then, the parent may come back later in the day and check the same child in for 1.5 hours.
- h. Parents MUST remain on the premises (except in the cases of pre-scheduled Parents' Morning Out and Parents' Night Out).
- i. MAC Kids' Club welcomes children ages 6 weeks through and including fifth grade and/or age 10.
- j. Children with illnesses are NOT allowed into Kids' Club. Some signs of sickness include: rash, coughing, runny nose, fever, irritability, and vomiting. The staff has the discretion to deny entrance to any child who they believe is sick. **See Sick Policy posted on the wall outside of the MAC Kids' Club.
- k. MAC Kids' Club staff cannot be responsible for feeding children. Drinks, snacks, lunches/dinners are welcome and will be supervised, providing the child can feed himself. Babies will not be given bottles unless they can hold it themselves. Kids' Club is a nut-free environment.
- l. MAC Kids' Club staff will not change soiled diapers or soiled clothes due to health and safety reasons and laws. Please make sure your child's diaper is fresh upon arrival. You will be paged if necessary. In practice, Kids' Club staff will find and inform parent.
- m. Physical aggression from a child is not tolerated. The following actions will be taken if a child gets physical with another child or staff member: 1st time is a warning, 2nd time will result in 2 weeks suspension of the child from Kids' Club, if a 3rd time occurs the consequence will be based on the scenario and decided by the Kids' Club staff and director.
- n. In the case of a parent/guardian checking a child into kids' club where the child is not a documented MAC member (such as an out of town family member like a niece or a nephew), guest fees apply. For example, if a member wishes to check in an out of town niece or nephew there are two charges, one is a guest fee for the non-member to be in the facility and on the grounds and two is the established policy for fees for kids' club usage for non-member children. Parents, guardians or responsible party must also sign a waiver on behalf of the "guest" child.
- o. MAC Kids' Club staff has the right to deny entrance to anyone who violates any of the rules and/or when the maximum capacity of the room is reached.
 - i. A child must be 13 years of age to be on Midlothian Athletic Club's premises without a parent. A child 9-12 years of age may be on his/her own at the Club but a parent/guardian must be on the premises. Children 8 and under must be within arm's length of a parent/ guardian at all times, or checked into Kids' Club.
 - ii. The parent/guardian is responsible for the child at all times. Those who purposely break these rules will be dealt with in the following way:
 - iii. First Offense: Parent is contacted, written warning.

- iv. Second Offense: Suspension from the facility for one week.
- v. Third Offense: Termination of membership.

TOWEL POLICY

Bath size towels are available at the front desk for members to use at a fee. They may be used at the MAC and returned to the towel bins in the facility, both at the front door and in the locker rooms. Bath towels are not to be used for an outdoor pool towel.

Members may rent a towel for \$2.

Members may also set up a towel account for a monthly fee: \$10/single, \$15/couple, \$20/family. Cost subject to change.

GUEST POLICY

The Guest policy provides members of Midlothian Athletic Club the opportunity to introduce the facility to their family, friends and associates.

Members must be present with a guest.

Guests living within 50 miles of the Club are limited to one visit per month.

Guest fees vary for adults and children depending on the season. See the Front Desk for fees.

Multi-day Guest Passes:

In certain cases and subject to availability and restrictions, a member may purchase a multi-day pass for a non-member. Please see the membership for details.

Members may bring up to 10 guests at a time. The spirit of allowing guests in the club is for members to enjoy the facility with their family and friends, such as out of town guests. MAC offers club rental and pool usage programming for groups through our programs and activities department. Therefore, members who wish to bring a group to the facility or to the pool should contact the program and activities department and organize reservations in advance.

PARTIES AND SPECIAL EVENTS

All private parties must be reserved through the Programs and Activities Department of the Midlothian Athletic Club. Private parties are only available to members or non-members who have a member referral. No special equipment should be used by private parties without the expressed permission of the management. The member /sponsor is responsible for all damages to the facility and costs associated with repair or replacement. A security deposit is required for all reservations.

Fees for services can be obtained through the Programs/Activities Department.

Any food or beverages to be brought in, or consumed, at the center must be approved by the management. No alcoholic beverages can be brought into the club by host, caterer or any outside individual, unless renting party has obtained an independent ABC license for the event with prior approval from the Programs/Activities Director to do so. Minors will not be served alcoholic beverages. A policy and regulation sheet is available for all who want to rent the facility.

Members and their guests will be responsible for their own conduct.

MAC does allow outside groups such as child care centers to use our water park during the summer. These groups organize in advance with our aquatics department, and these groups are allotted specific times of the day Monday–Friday so as to minimize the impact on our members. MAC maintains a schedule of these groups so that all of the children may enjoy swimming safely and so that proper lifeguard staff is available to supervise.

PASSPORT PROGRAM

IHRSA (International Health and Racquet Sports Association), the trade association for quality centers nationwide, provides in their Passport Program, access to major facilities in the United States and abroad. A list of the facilities participating in the Passport Program may be obtained at www.healthclubs.com. A guest fee is generally required, and it is necessary to call the visiting club in advance.

LOCKER ROOM AREA

MAC is NOT responsible for any valuables or property brought into the facility. Please secure all personal possessions.

Locker Usage:

Daily use of a locker is permitted. We require a membership card or picture identification in exchange for a locker key.

Permanent Lockers:

Members may rent lockers on a monthly basis. Please ask at the Front Desk how to arrange rental of a permanent locker. All permanent locker rentals are added to your monthly bill.

Locker Room Rules:

Children of the opposite sex over the age of four (4) years old are not allowed to enter the locker room. Family changing rooms are located by the outside pool. If a parent/guardian feels the child needs assistance for the use of the locker area, assistance may be obtained through the Front Desk. The Front Desk manager on duty or staff personnel will escort him/her through the locker room, but will not supervise the child for any length of time.

Cell phone use is not permitted in the locker room area.

Please utilize the vanity area in the locker rooms for personal grooming and not in other parts of the locker rooms or facility.

For sanitary purposes, members are required to use towels whenever sitting in the locker room areas.

Steam Rooms:

Both men's and women's locker rooms are equipped with steam rooms. Steam rooms are for sitting and relaxing. There is to be no exercising or personal grooming performed in the steam

room.

Sauna:

The men's locker room has a dry heat sauna. The dry heat sauna is automatically controlled and requires no adjustments prior to entering the area.

Please do not carry flammable material such as newspapers and magazines into the sauna, or use the sauna for drying articles of clothing.

Members must be over 16 years old to enter the sauna or the steam room

****Rules for use of the steam rooms and sauna are posted outside of the rooms. Please observe these rules and fully comprehend them before entering these areas.**

TENNIS

Court Reservations:

- Court reservations may ONLY be made by Gold members through our reservation system, midlothianac.tennisbookings.com
- No member may hold more than one court reservation per day.
- All tennis courts available for reservations can be reserved two (2) days in advance beginning at 7am. See additional instructions below specific to the winter indoor tennis season.
- Members must provide the names of at least two (2) players using the court (including guests). These names must appear on the tennis bookings website 24 hours prior to the reservation time or the reservation is subject to cancellation.
- The gold member who actually makes the reservation must also play on the court, or he/she will be charged the \$10 no show fee.
- All players must check in at the Front Desk prior to playing, to avoid a \$10 no show fee. When checking in, make sure the names on the website are the correct players for your court. Those who purposely and/or repeatedly try to evade the system will be subject to disciplinary action, which could include suspension of court reservation or usage privileges.
- All courts reserved and not used are subject to a \$10.00 fine per player. Courts must be cancelled at least four (4) hours in advance. The club will hold a reservation for 15 minutes as a grace period before releasing the court to another member.
- There are no court fees for Gold Members.

Winter Indoor Tennis Season (12/1-3/31 annually):

There are no restrictions on the number of courts a Gold member can reserve weekly, 4/1-11/30. However, during the winter indoor tennis season, the number of courts available to our members goes from 11 to 4. Therefore, our policy regarding court reservations changes during this period of time to give all of our Gold members an opportunity to reserve courts during the winter indoor season.

- Individual Gold members may only reserve 2 courts per week during the winter indoor season (12/1- 3/31), 2 days in advance. For the purposes of counting court reservations, the week starts Mondays at 5:30am and ends Sundays at 10pm.

- Couples or Family Gold members may only reserve a total of 4 courts per week, during the winter indoor tennis season.
- The member that reserves the court must be one of the players that actually plays on the court and must update the tennis booking reservation with all player names (including any guests) 24 hours prior to the reservation time or the reservation is subject to cancellation.
- If a court remains open at 7am, 1-day in advance of play or day of play, a Gold member may reserve additional court(s) during the same week.
- The time stamped in Tennis Bookings will be used to monitor court reservation activity.
- Court cancellations will be closely monitored, and those trying to manipulate the reservation process will be penalized.
- Penalties for violating the winter policy is as follows: 1st violation, email warning; 2nd violation, \$25 fine, payable prior to making your next tennis booking reservation, and the court is subject to cancellation; 3rd violation, 30 day suspension from midlothianac.tennisbookings.com reservation system.
- Court violation warnings will transfer from year to year.
- MAC will only participate in the USTA 18 & over mixed league program during the winter indoor season (12/1-3/31) due to limited indoor court space. We will no longer participate in VA Tennis WTT or any other external program that requires indoor courts during the winter season (12/1-3/31). Note: We will have our own intra club WTT program Jan-Mar for members only.

Silver Members:

- Silver members are not allowed to reserve courts at any time.
- Silver members must upgrade their membership status to Gold in order to use the tennis courts at any time or to play on any MAC team.

Guests:

- The total fee for a guest playing tennis at MAC has been reduced from \$24 to \$15, for up to 1.5 hours of play per visit. A guest is limited to playing tennis one time per month, not one time per 30 days. Guests must pay this fee to play tennis at MAC on the indoor or bubbled courts, except official USTA winter league matches and make up matches. No other programs or guests may play tennis on the indoor or bubbled courts, unless the \$15 fee is paid.
- All guests must check in and pay the \$15 guest fee at the front desk PRIOR to going on court.
- The member that made the tennis court reservation will be fined \$25, per occurrence, if the same guest plays more than one time per month or does not pay the \$15 guest fee.

30 Day Trial Gold Memberships:

- Between December 1 and March 31, this trial program will only be offered to players that are new to the Richmond area and in search of a tennis program to join, not to players that have previously registered for any Richmond area USTA team.
- Between April 1 and November 30, this program can be offered to any Richmond area player.

- 30 day trial Gold members are not allowed to play on ANY MAC team during the trial period or 60 days thereafter, unless they become a full Gold member.

Playing Attire, Equipment, and Refreshments:

- Tennis shorts, tennis dresses, skirts, collared tennis shirts and/or tennis oriented T-shirts, and tennis shoes are required. Cut-off shorts, swim trunks or any other non-tennis attire are not allowed.
- Only tennis appropriate shoes are allowed on our tennis courts.
- Water and sport bottles are permitted on the courts, although anything with the potential to stain when spilled is not permitted.
- Please see policy under the food and beverage category regarding bringing outside alcoholic beverages on the premise or grounds.

League Programs - USTA/Suburban/Richmond Racquet League/Prime Time/VTA Programs (includes Commonwealth League and World Team Tennis)/USTA Flex League:

- Unlike the USTA & Suburban programs; RRL, Prime Time & VA Tennis Foundation don't post up to date team rosters. Therefore, the MAC captains of these teams are responsible for 1) turning in a list of players to the Tennis Programs Manager before the 1st match of the league season, 2) updating that list should additional Gold members join the team during the league season and 3) not allowing a non-member (or silver member) to play on any MAC team. Violations of this policy will result in the entire team being suspended from forming / playing on a MAC team in that league, the next league season.
- Gold members must have a valid credit card # on file with MAC to charge the \$7.50 admin fee to. MAC bills for this amount after the members name shows on the team roster. If the member turns in a check to the tennis desk for this fee when they register for the team, their credit card won't be charged.
- MAC reserves significant court time for play by members of various league programs throughout the year. These teams are a great way to meet people and compete against other tennis clubs in the area.
- In order to play on any MAC tennis team, you must be a MAC gold member.
- Scheduling and maintaining courts for league play requires a dedicated, coordinated effort on the part of MAC tennis professionals and staff. MAC charges \$7.50 per individual for participation on ALL team leagues of play that require reserved or scheduled play on MAC courts.
- All youth and adult team rosters (USTA, Suburban, Richmond Racquet League, Prime Time, VTA Commonwealth & World Team Tennis, etc.) are subject to approval by MAC management.
- Members must book courts themselves for USTA Flex League matches, 2 days in advance. These matches are timed for a maximum of 1.5 hours. Your opponent will not be charged a guest fee between April 1 and November 30 (there is no fee for flex league match play on outdoor courts); however, the \$15 guest fee applies between December 1 and March 31. The \$15 guest fee for indoor courts applies to all leagues of play EXCEPT official USTA winter league matches and make ups.
- For further clarification regarding league play, only outdoor courts may be booked for outdoor league matches or outdoor league make up matches. If a member chooses to reserve an indoor court to play an outdoor league match, the guest (opposing team) must pay the \$15 guest fee. (Again, this rule does not apply to USTA mixed doubles winter league, as this specific USTA league is designed for indoor play.)

Tennis Lessons and Clinics Cancellation Policy:

Members may schedule tennis lessons and/or clinics with official MAC instructors and MAC staff only. No other instructors or trainers may work with MAC members on the premises. Members are required to cancel scheduled sessions when they cannot attend. Members must give 24 hours notice of cancellation. If the member cancels with less than 24 hours until the scheduled session, the member will be charged the full price of the session. Your understanding of this policy is appreciated.

- If the instructor fails to show for a scheduled session, then the member will be compensated with a free session.
- Members will be given one “freebie,” which means members will be given one time where they may cancel inside of the 24 hour window and not incur the fee. Once the freebie has been used, all subsequent cancellations outside of policy will require the fees to be paid.
- MAC staff may utilize discretion in charging the penalty for untimely cancellation and will consider extenuating circumstances (car accident, quick onset of sickness, etc.). The decision is up to the head pro.
- In the event of club closures due to inclement weather or other such unexpected, emergency events, the cancellation policy regarding fees will not apply. In the case of pre—paid clinics and sessions that are canceled due to club closure, make ups will be offered at the discretion of the MAC instructor or staff member.
- Gold members enjoy a special, discounted rate for lessons and clinics. Silver members and non-members pay a higher rate, as they are not tennis members of MAC.

Miscellaneous:

- Please leave all court maintenance to the MAC staff.
- MAC tennis professionals or management have final authority over playing conditions and availability of the courts. Tampering with courts or playing on courts after being instructed not to by MAC staff will result in a suspension of playing privileges.
- Please report violations of any tennis policy to tennismembers@macrichmond.com.

AQUATICS

Aquatics Manager: Melissa Raber

Office phone number: (804) 330-2222 ext. 309

Email: melissaraber@macrichmond.com

All members swim at their own risk, in all of our pools and whirlpool, regardless of whether or not the lifeguard staff is on duty.

Lifeguards have the authority and obligation to enforce all club policies and rules, and take whatever action(s) are necessary to maintain safe conditions for members and guests at all times.

Disregarding club or pool rules, unsafe, disrespectful or aggressive behavior, vulgar language, or intoxication of a patron in any of the pool areas will cause immediate removal from the facility and may be cause for suspension of membership.

Indoor Pool/Hot Tub Hours:

Our indoor pool is open:

5am-10:30pm, Monday-Thursday

5am-9pm Friday

7am-8pm Saturday

8am-10pm Sunday

Waterpark Hours

Our outdoor pools are open from Memorial Day through Labor Day. Weather permitting, we may open the pools earlier in the spring or stay open later in the fall. This decision will be made by the aquatics staff and communicated to members through the MAC website and email.

Summer Hours:

Monday-Saturday 10am-8pm

Sunday:11am-8pm

Please see our weekly newsletter for holiday hours and/or changes to the schedule due to home swim meets or other scheduled activities.

Pool temperature

Indoor Pool

All efforts will be made to maintain the indoor pool temperature between 81 and 83 degrees Fahrenheit.

Hot Tub

All efforts will be made to maintain the hot tub temperature between 102 and 104 degrees Fahrenheit.

Waterpark

Our outdoor pools are not heated. Swimmers will be allowed to enjoy the outdoor facilities provided the water temperature does not dip below 70 degrees Fahrenheit.

Weather Conditions

- When thunder is heard, all MAC pools will be closed until 20 minutes have passed without additional thunder.
- When lightning is seen, all MAC pool-decks will be cleared and all pools will be closed until 30 minutes have passed without additional lightning.
- During other times of severe or inclement weather, the pool hours will be decided by the general manager and/or aquatics director.
- Call the Front Desk (330-2222 ext. 0) for information about last-minute pool closings.

Indoor Pool Rules:

General information

•Lifeguards are on duty during peak, but not all hours of operation of the indoor pool. When a lifeguard is not on duty, all pool and club rules are still in effect, and members/guests swim at their own risk. During unguarded hours, children under the age of 13 must be directly supervised by an adult at all times.

•All swimmers must shower/rinse off before entering the pool and hot tub.

•During Summer Waterpark hours a 10-minute adult swim will occur at 10 minutes to the hour.

Food/drink

•Glass containers and/or food are not allowed in the pool area.

•Outside food, drinks and/or coolers are not permitted in the club or indoor pool area.

Behavior

•Diving is not permitted unless under the direct supervision, and with permission from MAC or Poseidon coaches/staff. All other swimmers must enter the pool feet-first.

•Running and/or horseplay is not allowed. Water guns are not allowed in the indoor pool area.

•All members and guests must walk while on the pool deck.

Clothing

•Proper swim attire must be worn in the pool. Cut-off, denim or mesh shorts and/or cotton clothing will not be allowed in the pool. Also, please be mindful of our family atmosphere. Brazilian, French cut, thong style, and/or revealing/see-through swimwear is not allowed. In addition, swimsuits must be properly fitting.

•Young swimmers wearing a swim diaper must have a bathing suit on over the swim diaper.

Equipment

- Members may use designated pool equipment from the shelf in the guard area. All other equipment is off-limits to swimmers without direct permission from the lifeguard on duty.
- Children may use the kickboards for lap swimming if being directly supervised by a parent/guardian.
- Only coast-guard approved flotation devices and arm bands are permitted. No ring tubes are allowed unless they have a supportive net. Pool noodles are acceptable as toys, but not as a primary flotation device.
- Any child using a flotation device must be within arms reach of a parent at all times.

Age Requirements

- Children under the age of 8 must be supervised by an adult at all times.
- Children age 8 or 9 may take a 1-pool-length swim test given by a lifeguard. Once passed they may swim in the indoor pool while parent is in another part of the club.
- Children 10 and over may use the indoor pool while parent is in another part of club.

Lap lanes

- Lap lanes are to be used for lap swimming and teaching purposes. If lanes are full, swimmers are expected to share a lane by side-by-side or circle swimming.
- During structured water activities (swim team, aerobics, etc.), lap lanes will be limited. During especially busy times, a minimum of one (1) lane will be available for lap swimming.
- Adults 16 and over have priority in the lap lanes.
- When all other lanes are full, swim instructors using lanes will share these lanes with lap swimmers.
- No hanging on, sitting on, or swimming over lane lines.
- Regular lane usage and availability is posted on the wall at the end of each lap lane. Additional weekly lane usage will be posted in the weekly newsletter and on the aquatics memo-board.

Pool contamination

- In the event of fecal, vomit or blood-related contamination of the indoor pool, lifeguards will close the pool for 30-45 minutes in order to clean up the contaminant and shock the water with disinfecting chemicals. After the pumps have had a chance to circulate and distribute the chemicals, the guards will then reopen the pool.

Hot Tub Rules

- Pregnant women and those suffering from heart conditions, diabetes, high or low blood pressure should not use the hot tub.
- The hot-tub is for use by members/guests age 16 and older.
- All hot tub users must rinse off prior to entering the hot tub.
- Proper attire is required enter the hot tub. No denim, cotton or gym shorts are permitted.
- No horseplay or inappropriate behavior is allowed.
- The hot tub is not for use by people under the influence of drugs or alcohol.
- Observe a reasonable time limit. A maximum of 10 to 15 minutes is recommended.
- Putting your head underwater is not permitted.
- Cell phone use is not permitted in the hot tub area.
- All patrons using the hot tub do so at their own risk and sole responsibility.
- The water temperature is kept in the range of 102-104 degrees.

Waterpark and Pool Rules

General Information

- Children under the age of 10 are not to be left at the pool without the supervision of an adult/guardian 18 years or older.
- Running and rough play is not permitted on the pool deck or in the water.
- Diving is only allowed in the 5-foot area.
- Dive blocks may be used for Poseidon and MAC-approved teaching purposes only.
- Please do not sit, stand or climb on the island under the umbrella.
- Adults 18 and over have priority over deck furniture.

•A 10-minute adult swim will occur every hour at 10 minutes to the hour. Only swimmers ages 16 and older are permitted in the pool at this time. Children ages 2 and under are allowed to continue swimming with a parent/guardian.

Lifeguards

- Please do not talk to guards on the stands unless there is a problem/emergency.
- The head lifeguard will be available to address any issues. He/she wears a red uniform.
- The guard room, guard chairs, and guard equipment are for staff use only.

Food

- Glass bottles and/or containers are not allowed in or around the pool area.
- Outside food, drinks and/or coolers are not permitted in the club or waterpark area.

Attire

•Proper swim attire is required in the waterpark area (no gym shorts or denim and/or cotton clothing). Also, please be mindful of our family atmosphere. Brazilian, French cut, thong-style, and/or revealing/see-through swimwear is not allowed. In addition, swimsuits must be properly fitting.

- Young swimmers wearing a swim diaper must have a bathing suit on over the swim diaper.
- Disposable and/or cloth diapers are not allowed in the pool

Flotation devices

•Only coast-guard approved flotation devices and arm bands are permitted. No ring tubes are allowed unless they have a supportive net. Pool noodles are acceptable as toys, but not as a primary flotation device.

•Parents must be within an arm's length reach of their child if the child is wearing any kind of flotation device.

Toys/activities

- Water guns are allowed, but must be used in a safe and respectful manner.
- Tennis balls, racquetball balls or other hard-sided balls are not allowed in the pool.
- Please do not dunk the basketball, hang on the basketball hoop or volleyball net.

Lap Lanes

•Swimmers may not hang on, sit on, or swim over lane lines.

•Lap lanes are to be used for lap swimming only. Please share a lane when needed by circle swimming or side-by-side swimming.

Pool contamination

•In the event of fecal, vomit or blood-related contamination of the pool, lifeguards will close the entire pool area for 30-45 minutes in order to clean up the contaminant and shock the water with disinfecting chemicals. After the pumps have had a chance to circulate and distribute the chemicals, the guards will then reopen the pool.

Slide Rules

- Children must be at least 5 years old AND be able to swim to ride the slides.
- Only one person is allowed on the slide at a time.
- The lifeguards will direct riders when they may go down the slide, as the guards are making sure the well is clear at the bottom for the incoming rider.
- Patrons may not linger or relax in the slide well. Riders should exit the slide well quickly after descending the slides.
- Patrons should exit the slide well using the stairs. Riders may not exit at the wall on the side of the well.
- Parents may not stand in the slide well or reach from the side to catch their children. Lifeguards will not catch children going down the slide.
- Riders must go down the slide feet-first.
- Swimsuits with metal grommets are not permitted on the slide.
- Flotation devices and goggles are not allowed on the slides

Pool Usage by Outside Groups

MAC does allow outside groups such as child care centers to use our water park during the summer. These groups organize in advance with the aquatics director, and these groups are allotted specific days and times of the week Monday-Friday so as to minimize the impact on our members. MAC maintains a schedule of these groups so that all children may enjoy swimming safely and so proper lifeguard staff is available to supervise them. Groups who wish to bring their students to the pool **during weekday hours** should contact the aquatics director at least 24 hours in advance (melissaraber@macrichmond.com) for rates and available days/times.

Members who wish to bring a social group (scout troop, church youth group, club, etc) to the waterpark **during off-hours or the weekends** need to contact the activities department (patricia@macrichmond.com) and schedule such an visit.

Aquatics (Swim) Lessons and Clinics

•Members and guests may schedule private swimming lessons with official MAC or Poseidon instructors and staff only. No outside instructors or trainers may work with MAC members on the premises. For MAC instructors, please see the front desk for registration forms. To schedule lessons with a Poseidon coach, please visit the Poseidon website (www.poseidonswimming.com).

Cancellations/missed lessons

•If you need to cancel a scheduled lesson, please contact your instructor directly, or if the instructor is unavailable, call the aquatics office (330-2222 ext. 309).

•Scheduled lessons require 24 hours notice of cancelation. Cancellations less than 24 hours before the scheduled session will count as one lesson of the session package. No-shows will also count as a completed lesson.

•MAC and Poseidon staff may utilize discretion in charging the penalty for untimely cancelation/no-shows and will consider extenuating circumstances (car accident, quick onset of sickness).

•If the instructor fails to show for a scheduled session, then the member will be compensated with a free session.

•In the event of club closures due to inclement weather or other such unexpected, emergency events, the cancelation policy regarding fees will not apply. In the case of pre-paid clinics and sessions that are canceled due to club closure, make-up lessons will be offered at the discretion of the instructor.

birthday party.

RACQUETBALL

Access to racquetball is available to both silver and gold memberships.

Racquetball courts may be reserved four (4) days in advance starting at 9:30AM by calling the front desk. 330-2222.. The maximum reservation is two hours per court, and no member may reserve more than one court per phone call.

Court cancellations require four (4) hours advance notice. A \$10 fine will be charged if the court cancellation notice is under the four (4) hour time frame and the court is not to be reserved by other members.

No member may hold more than one reservation per day.

Court Rules

- a. Eye guards are mandatory for racquetball play.
- b. If courts are unreserved and empty, juniors may use the courts by signing up at the Front Desk.
- c. Proper attire must be worn on racquetball courts. No running or cutoff shorts are allowed.

- d. Shirts must be worn at all times.

FITNESS

Personal Training and Small Group Training Sessions and Cancellation Policy

Members may schedule personal training sessions and small group training sessions with MAC trainers according to the established rates. Official MAC trainers and MAC staff are the only providers of training services allowed on the MAC premises. Members must give 24 hours notice of cancellation. If the member cancels with less than 24 hours notice, the member will be charged the full price of the session. Your understanding of this policy is appreciated.

- a) If the trainer fails to show for a scheduled session, then the member will be compensated with a free session.
- b) Members will be given one “freebie,” which means members will be given one time where they may cancel inside of the 24 hour window and not incur a fee. Once the freebie has been used, all subsequent cancellations outside of policy will require the fee to be paid.
- c) MAC staff may utilize discretion in charging the penalty for untimely cancellation and will consider extenuating circumstances (car accident, quick onset of sickness). The decision is up to the trainer.
- d) In the event of club closures due to inclement weather or other such unexpected, emergency events, the cancellation policy regarding fees will not apply. In the case of pre—paid clinics and sessions that are canceled due to club closure, make ups will be offered at the discretion of the MAC instructor or staff member.

MAC Barbell Rules

Members not taking class are asked to wrap up any activities in the barbell room 5 minutes before class time starts.

If there are racks open 10 minutes after class starts, AND with the approval of the coach, said racks will be available to members during class.

During class, members not participating in class are prohibited from entering the barbell room.

With the exception of those that have been given permission to use open racks

No equipment is allowed to leave the barbell room, with the exception of the PVC pipes

Members may not take benches from the barbell room

Members using the DB rack are expected to remain outside of the class when obtaining or using any of the aforementioned DBs.

Any comments or complaints regarding the barbell class are to be taken to the front desk.

Under NO circumstance is anyone allowed to interrupt a class for any reason.

General Rules For All Fitness Activities

Members are expected to utilize MAC in a safe manner. Proper attire shoes must be worn at all times. Shirts and athletic shoes must remain on each member. Bathing suits, jeans, cut-off shorts, or open toed shoes are not permitted. Clothing must be appropriate and non-offensive.

No children under the age of 13 are permitted in the fitness areas.

Children ages 9-13 years old must complete MAC Orientation Program. They can only use fitness equipment marked with MAC kids' logo. The parents of kids in this age range need to be nearby and on premises when the children are using the weights and machines.

Any Youth engaging in careless or dangerous behavior will be temporarily suspended and must retake the orientation program to be reinstated.

If assistance is required on the equipment, a fitness instructor will be available to answer any questions during certain hours.

Instructors and personal trainers taking new members through the equipment have priority over all others using machines.

MAC fitness staff must perform all personal training.

Please use a towel to wipe off perspiration after equipment use.

While using exercise equipment please be mindful to keep your beverages in the appropriate drink holders to avoid any spills.

Free Weights:

While lifting, you are required to use a training partner or spotter.

Collars must be used if there are weight plates added to a barbell

All weights and dumbbells must be returned to their proper place when exercise is completed. Never set the weights on the floor or lean against the equipment.

Weights or dumbbells should never be dropped on the floor. Any use of equipment that results in any potential damage will not be tolerated.

Persons engaging in careless or dangerous behavior will be suspended from the free weight area.

Cardiovascular Equipment:

Instructions are required for most equipment and a MAC employee should be consulted prior to the use of any of these machines. Upon joining, the personal training staff will instruct any member on usage of the equipment during their evaluation and orientation appointment. Equipment should be used at appropriate levels and speeds

Machines are utilized on a first come, first serve basis.

Time limits and/or sign-up sheets may be posted next to certain pieces.

GROUP EXERCISE

Group exercise schedules for all classes are available at the Front Desk, the Group Exercise Studio, and our website, www.MACrichmond.com.

Group exercise instructors are in charge of all classes. Questions and concerns about group exercise classes should be expressed to the group exercise manager.

Instructors are responsible for the start of each class. Please wait for instruction from the leader of

the class before moving or manipulating any equipment. Members should not warm-up or start a class without an instructor present.

Children under 8 years of age and younger are not allowed to participate in aerobics classes, unless the class is specifically for this age group. Children between the ages of 9 and 12 are allowed to participate if accompanied by parent/guardian. Parents, however, are responsible for the safety and conduct of their children. Children 13 and older are permitted to take classes but they must adhere to all guidelines set by the instructor and are responsible for their conduct.

Classes are required to maintain a minimum average of 8 participants in order to remain on the schedule. The group class schedule is subject to the management and direction of the group exercise manager, the programs manager and the owners. All classes are subject to change, cancelation or instructor change at the discretion of MAC staff.

Members may enter class up to 10 minutes after the start time. Members may not join in a class after 10 minutes, as they have missed the warm up, which is unsafe and risks injury, and late arrivals are disruptive to the other participants.

GYMNASIUM

A schedule of activities will be posted on the gymnasium door and at www.MACrichmond.com

Supervised Periods – in all cases the employee supervisor will have the managerial control of the gymnasium during these periods.

No food, drink (including alcohol), or chewing gum is permitted in the gymnasium.

Any abusive language or behavior will not be tolerated and individuals will be required to leave immediately if exhibiting this behavior. Leagues will provide participants a Code of Conduct to adhere for the safety and enjoyment of others.

Information concerning events can be obtained from the Activities Department, the Front Desk, the newsletter, or the website.

The activities listed on the schedule are mandatory during these times, and assistance can be obtained from the Manager on Duty for problems occurring during the unsupervised periods.

Black soled shoes are not permitted in the gymnasium.

Music that is played through the stereo system must be appropriate for a family fitness center and may not be rated as explicit or contain obscene language.